



# Round House Cafe Customer Feedback

**Questions, Comments, Kudos & Klouts February 2016**

**Thanks for starting to send afternoon promotional emails to let us know what's coming up tomorrow. It helps me decide if I'm bringing my lunch from home or not...AND...Why did you start sending out afternoon emails? Can't people just visit the website if they want to know what's being served when?** Thanks for both of those comments. The Focus Group suggested the afternoon emails at our November meeting for the very reason noted above – to let people know what's happening the next day to help plan meals. The other side of that concept is, some folks already get too many emails and suffer from info overload. Hopefully, information shared in the Café emails is relevant to those receiving it. The Café website, by the way, is [www.aramarkcafe.com/srpmic](http://www.aramarkcafe.com/srpmic), and it includes menus for up to four weeks in advance. Hope this information helps.

**(Many people wrote to say...thank you for the puzzle contest, it sure is a lot of fun...our group looks forward to it every year...maybe you could have a puzzle contest twice a year...we never win, but we have a lot fun trying...**

Thank you for all of the kind words. We enjoy organizing and hosting the event, held annually in conjunction with “National Jigsaw Puzzle Day” which is January 29<sup>th</sup>! This year, 164 people on 41 teams participated – two other teams had to drop due to last minute scheduling conflicts. We'll do it again!

**The Pizza has been very good lately. Cooked well. The wait for any of the food stations has been fast. I just wanted to leave a nice comment.** We appreciate you taking the time to pass on the kind observations. The Café Pizza and specialty items (Calzones, Stromboli) are usually pretty tasty, and economical. Our \$4.99 Calzones sell from \$10 and more out in the real world. Glad you like them. We have been working diligently to improve our speed of service. Thanks again for the positive feedback.

**I lost \$.75 on a can of soda in a vending machine. How do I get my money back?** We let you know to see any cashier in the Café for a vending refund. There's a small form to fill out, and then the Café gets reimbursed by our vending machine contractor. For help with any vending issues, email [paul.johnston@srpmic-nsn.gov](mailto:paul.johnston@srpmic-nsn.gov), and we'll coordinate with the contractor.

**The lettuce wrap today was spot on! The meat was yummy and had just the right amount of SPICE to it. I loved it! What an awesome and (to me) healthy option to the everyday fried menu. I look forward to more healthy choices ...and to some recipes to take home to the family...AND... Korean tacos and rice bowls today (1/20) were very good! Please continue experimenting with spicy ethnic foods** ☺ We received several positive comments about the Taco del Seoul menu, which includes lettuce wraps and rice bowls. Glad you liked them!

**Seems like the Café could use a few more sugar free items. I know there's Jell-O, and sometimes sugar free cookies (if you can find them), but other than that, it seems to be slim pickings. In fact, one of your workers told me the Café doesn't carry ANY sugar free items.** Thanks for the feedback. We reminded our staff that we do regularly stock a few sugar free items. Even the topping on the sugar-free Jell-O has no sugar. We occasionally have sugar free cookies but we can make sure we have them more frequently and look into some more sugar free options as well, including pies and cakes. Thanks again for the comments.

**Thanks for getting us a new Flavia coffee machine for our area to replace our old one. We really appreciate it.** Glad to help. A simple phone call to ARAMARK Refreshment, and their service team will install or remove equipment as needed.

**How many calories in the Hot Chocolate in the break rooms?** We sent you the complete nutritional information – which includes 80 calories!

**My past couple of times in the café in the salad bar was limited. Broccoli, carrots, mushrooms, chicken and ham were gone or nearly gone. I had meetings on both days so I didn't have time to ask if more could be brought out, I just selected what was left. I was surprised by the limited offerings. This was always right around noon.** We thanked you for letting us know and offered you a free lunch on a future visit! We appreciate customers advising us of concerns because – if we don't know about it, we can't fix it. Thanks again.

## **Kudos & Klouts (Customer Concerns, Compliments and/or Suggestions)**

- The Gyros are delicious! Have them as often as you can please...
- Zucchini and Mac/Cheese are fantastic as side dishes!
- Thanks for helping me with my last minute tortilla order. Was able to have the dinner I'd planned after all
- Please remind the Café staff to recycle boxes and cans “behind the lines.” We appreciate their efforts
- I ordered balloons at the last minute and you took care of me. Thanks for the great customer service.
- Thanks for the cream of broccoli soup! My tummy is happy again!
- I've never tried the soups but lately I have been. Haven't been disappointed yet and the corn bread muffin: yum!
- Please keep having the waffles at least once a month...love the waffle bar!
- I loved Joe at the grill, but I must say the new guy (Izzie) is great! Everything he's done so far has been perfect!
- Went to use my reloadable Café gift card, but the system was down (*our apologies, yes for about two days*)
- Today's Carrot-Ginger soup – perfect spicing for a cool winter day!

## **To submit your feedback...**

1. You can fill out a comment card and leave it in the boxes in the Café. OR...
2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
3. Or...E-mail SRPMIC Food Service Manager [Paul.Johnston@srpmic-nsn.gov](mailto:Paul.Johnston@srpmic-nsn.gov)

© THANKS FOR ALL YOUR FEEDBACK! We appreciate your patronage and input. © (Vol. 7.9 February 2016)

